



# iDMB

*A Newsletter for the Employees of the Department of Management and Budget*

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## Spotlight on: Tenant and Land Services



**Debbie Sanchez** and **Tom Saxton**, director.

**Tenant and Land Services (TLS)** oversees Department of Management and Budget's (DMB) strategic space planning, real estate functions, state occupancy of owned and leased facilities, security, parking, portfolio planning and the State Building Authority. All areas directly affect our customers, primarily state of Michigan departments and their employees. **Tom Saxton** is the director of TLS and questions may be directed to his office at 373-3806.

### Occupancy Services

Occupancy Services is responsible for defining and meeting tenant needs in state owned and leased properties. The organization is comprised of two primary management groups that provide core services to occupants. Tenant Services oversees facility management of Department of Management and Budget (DMB) owned and managed property. Real Estate Services is responsible for meeting agency and tenant needs in facilities leased by the state of Michigan. Together, these two groups provide work environments for almost 60,000 state of Michigan employees. Occupancy Services is in the process of meeting with all agencies to develop Service Level Agreements that will define service levels and expectations. Additional services provided by Occupancy Services include the oversight of space plan initiatives within state government and long-range parking needs.

**Tom Wilson** is the director of Occupancy Services and may be reached at 241-4221.



**Trisha Irrer, Dawn Bozung, John Gross, Karen Deering, Dave Stevens, Rudy Pulido, Don Crater, Tom Coscarelli, Pete Duerksen, Beth Thayer, Maureen Bailey, Mike VanSetters, Joe Chin, Barb Pierson, Tracy DeClercq, Roxanne Pittman, Kathi Malusek, and (bottom, right) Tom Wilson, director.**

### Portfolio Planning

The Portfolio Planning Division (PPD) supports strategic development of the state's real estate and facility portfolio. Major tasks include analyzing current holdings and interests, working with customers to encourage long-range planning to meet future needs, and

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# News From the Themes

## New Way to Pay

On February 11 the "Pay on Foot" System became operational at the visitor lot located west of the main entrance to the Library of Michigan/Michigan Historical Center.

The Pay on Foot System is a fully automated way to pay for parking. A visitor takes a ticket at the entrance gate, parks their car and conducts their business. When it's time to leave, the visitor takes the ticket they received upon entry and goes to the Pay on Foot station. The ticket is inserted into the machine, the monitor shows the amount the person owes, if a receipt is needed a button is pushed and the visitor pays.

The Pay on Foot Station accepts \$1, \$5, \$10 and \$20 bills along with coinage. Change is dispensed in the form of \$5 bills and three types of coins: dollars, quarters and nickels. The ticket is validated by the Pay on Foot Station and returned. The ticket is then used to exit the lot.

A second payment location will soon be established inside the gift shop at the Library.

## In the Spotlight: Infrastructure Services



**Connie Shutes**, and **Okey Eneli**, director.

Infrastructure Services (IS) is a logical blend of design and construction services (formerly known as the Office of Design and Construction) and maintenance services (formerly known as Technical Services from the Office of Property Services). IS now provides a statewide asset and preventive maintenance planning function to provide for infrastructure sustainability and optimum resource allocation. Their employees have been actively involved in shaping the details of the new structure to allow the greatest opportunity for success. All of these changes have been made to foster constructive collaboration to enhance and exceed customer service and expectations.

**Okey Eneli**, director, is responsible for state government infrastructure, capital investment, maintenance planning, and related capital outlay services, which includes the planning, maintenance, facility design and construction management services to state agencies, colleges and universities.

IS consists of three primary divisions: Design and Construction, Operations and Capital Renewal.

### Design and Construction

Directed by **Tom Kane**, Design and Construction provides state agencies, universities and community colleges with professional architectural, engineering and project management services for new construction, renovation and demolition; surveying and evaluation of existing facilities; and complete on-site inspection services.



**Daryl Anderson**, **Sarah Viele**, **Ron Luce**, **Becky Fitzgerald** and **Keith Paasch**, director.



**Larry Walker**, **James Burris** (Capital Renewal), **Alice Landin**, **Jamie Uphaus** (Capital Renewal), **Patrick Mullen**, **Jeremy Blasius**, **Rashmi Patel**, **Tom Kane**, director, **Sadi Rayyan**, **Bob Hall**, **Jim Clark**, **Ed Wilkins**, **Ron Cabcic**, **Jud Sorensen** and **Jan Miller**.

### Operations

Directed by **Keith Paasch**, Operations is responsible for administering a statewide maintenance, repair and operations program to extend infrastructure life. Services include plumbing systems and fixtures; refrigeration and air conditioning systems; steam distribution and condensate return systems; HVAC control systems; life-safety control systems; air handling systems; hydronic pumping stations; lift stations; humidifiers; electrical distribution systems; carpentry; painting; rapid modular construction;

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# News From the Themes

## Ergonomics

Every day employees are exposed to ergonomic designs that make life and work easier on the body, from the shape of a mug to the grip of a steering wheel. These design factors prevent and eliminate injuries or discomfort, and are an essential part of the workplace.

If you are concerned about a workplace situation that may be ergonomically correct, contact the Safety and health section of Organizational Services. Judy Ferrigan, Anita Stevens or Joel Hoffman may be able to help or evaluate the need for consultation with Department of Career Development Accommodation Center. They can be contacted at 335-5283.

## Lifting Safety

Lifting is a major contributor to back injury. To safely lift, assess the load, keep objects close to the body and get assistance.

Here are steps you can take:

- /// Get proper nutrition, rest, exercise and do not smoke.
- /// Wear proper, balanced, footwear
- /// Use material handling equipment, where possible
- /// Push rather than pull, when appropriate
- /// Avoid twisting motions
- /// Obtain training in lifting and body dynamics.

## Innovative Idea Saves Historic Table, Money

The Landmark Building on Allegan is the new home of Department of Information Technology (DIT). Not only was the logistical move itself a success (more about that later!), but the quick turn around time and carefully orchestrated efforts of the entire cast of supporting service providers resulted in a timely, well-executed relocation project.

**Brian Hengesbach**, Occupancy Services, spearheaded the relocation effort which was highlighted by a particularly tricky challenge involving an oversized conference table, and an undersized doorway. The table once belonged to former Attorney General Frank Kelly. When faced with costly potential solutions such as removing a window and hoisting the table with a crane, or cutting the table in half, Brian's innovative approach was to arrange for the elevator service vendor to drop the car below floor level, enabling the huge table



Tonyia Gonzales, Department of Information Technology, reads at the conference room table.

to rest upon the top of the freight elevator. A slow ride to the third floor culminated in a triumphant, scratch-free arrival.

Occupancy Services was delighted to facilitate the consolidation of approximately 50 employees for DIT. Innovative customer service is what DMB's customers have come to expect, and Occupancy Services delivers!

## P&G Services Works on State Quarter

When the Michigan Quarter Commission asked citizens to submit design ideas for the state's quarter 4,300 designs that were sent in by interested residents statewide. These designs were pared down to five.

After the five design ideas were chosen, the Quarter Commission asked Print and Graphic Services (P&GS) to bring the ideas to reality. **Kristen BeVier**, **Dan Stile** and **Steve Bolt** worked on designs of the quarters and **Brian Rahmann** worked on large versions of the quarter for the



This design won an informal vote taken on [www.michigan.gov](http://www.michigan.gov).

unveiling of the designs.

"It was a really interesting project to work on," said Kristen BeVier, "The fact that something I worked on will end up on our state's quarter is really exciting. It is something that will last for decades and will be seen around the

country."

Look for the Michigan quarter to come out January of 2004. To find out more about the quarter go to <http://www.michigan.gov/hal>.



# News From The Themes

## Miss the Retirement Seminars?

Organizational Services has a tape which you can borrow!

Call 373-1000

## CBT Roadmap

The Competency Based Training (CBT) roadmap has been updated and is now available on the web at <http://www.state.mi.us/dmb/oas/worddocs/roadmap.doc>. This document helps managers and supervisors complete DMB Employee Competency Assessment and Development Plan form, commonly known as an Individual Development Plan (IDP).

The IDP form is used in conjunction with the "DMB Competencies for Success" booklet listing behavioral expectations and functional competencies for each group. The expectations and competencies are determined by the supervisor and group of employees in the same job function. It is also designed to record identified development opportunities.

Each new employee should have a DMB Employee Competency Assessment and Development Plan form completed within 30 days of his or her hire or transfer into a new position.

## Tenant and Land Services *Continued from page 1*

supporting portfolio adjustments.

Division staff include **David Arking**, portfolio definition and Archibus coordination; **Robert Mosher**, legal and contractual issues; **Gary Schray**, space and facility planning; **TeAnn Smith**, research and documentation; and, **Dave Winters**, director.

PPD is currently analyzing several local markets for opportunities to structure state uses more efficiently and effectively. They have also been busy with portfolio adjustments such as the proposed sale of the state of Michigan Plaza Building.



**David Arking, TeAnn Smith, Gary Schray, Dave Winters, director, and Robert Mosher.**

## Security Division

The Security Division is comprised of the Parking, Access Control (formerly Lockshop) and Central Monitoring. The division is responsible for the development, implementation and maintenance of a statewide security system for all state-owned, managed or leased facilities and coordinating security efforts with other emergency response personnel to ensure the safety and security of employees,



**Dawn Salazar, Pat Rankin, Andy Gormas, Tim Simpson, Ruth Stevenson, Jeff Howell, Gary Tefft, Joe Ostrowski, Jeff Mann, Roberta Ellis, Niki Walsh, Marilyn Williams, and Rick Draper.** (Bottom, right) **Ken Powelson, and Mike Fay.**

**Joe Ostrowski** is the director of the Security Division and may be reached at 241-2025.

## State Building Authority

Since 1979, the State Building Authority (SBA) has been the state of Michigan's primary vehicle for financing major capital outlay projects. It has done so successfully in a timely, cost-effective manner. Over 150 projects have been financed for state agencies, universities and community colleges approaching \$3.0 billion in construction costs. The SBA office also serves as the state's risk manager for its various properties, assuming necessary liability coverages, as well as coverage for special events and exhibits. In addition, the SBA is responsible for administering the self-insurance program for the state's vehicle program. **Debbie Roberts** is the manager of the SBA and may be reached at 373-3806.



**Debbie Roberts, Kris Garrison** (Tenant & Land Services' Director Office), and **Carol Schulz.**

# News From And For Employees

## Correspondents:

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Financial Services  
**Rosemary Baker**  
Retirement Services  
**Jeannette Bekke**  
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*iDMB* is an electronic newsletter produced for the employees of the Department of Management and Budget on a monthly basis by Organizational Services.

Any comments, questions or suggestions can be given to the editors by e-mail, by calling (517) 335-5283, or by contacting any of the correspondents listed above.

## April Strategic Plan Update

Successful implementation of strategy is receiving a lot of press time in the business world. The research is clear, having a plan that provides an organization with a strategic direction is an essential part of securing future success. Effective execution of the strategy is what separates "great" companies from all the rest.

The Department of Management and Budget (DMB) continues to make progress on strategy execution, starting last year with the foundation pieces

– Employee Development/Competency Based Training, Communication and Customer Surveys. In each case, the execution of these strategies began with detailed road maps and accompanying training for employees.

In January, DMB's Board and Councils met to review the strategic plan and select priorities for action in 2002. Some minor changes were made to the plan to reflect the current environment and the move of statewide IT functions to the Department of Information Technology. Strategic priority actions were then selected and combined with the department's

business priorities to establish the DMB 2002 priority list.

Business Priorities include developing Organizational Development, Acquisition Services, Portfolio Planning, Infrastructure-Capital Renewal, Retirement-New System/Early Out, and Quality Assurance

Strategically the focus will be on Communication, Employee Development, Customer Survey Use, Leader Development/Commitments, Operationalizing Restructure, Validating Customer

Needs and Service Commitments

In this second year of implementation, many of the priority items were designed to build on last year's efforts. For example, in the Employee Development area last year, IDP's were introduced and initial plans were completed for all employees. This year the focus is on supporting the training and review components that are critical to make the effort successful. The business priority "Organizational Development" includes expansion of support and services by the new Organizational Services.

Effort and commitment from all DMB employees is needed to be successful!

**"Strategy has never been more important"  
- Business Week**

## Infrastructure Services *continued from page 2*

and grounds maintenance. Operations also operate and maintain steam and chilled water production plants.

### Capital Renewal

Directed by **Joette Woodard-Yauk**, is responsible for the development, implementation and management of the state's Capital Renewal Plan which includes the following: statewide asset and preventive maintenance planning; development of a 5-year infrastructure plan; determining the state's priority projects from the 5-year plan; proposing capital outlay funding based on the plan; determining potential strategic projects; and records and documents management.

IS has committed to providing their customers with design, construction and management services to improve and maintain their facilities, workplace, properties and environment. Please contact them at 373-6300.



**Bob Winters, Troy Bos, Laurie Tossava, Dave Claus, Stu White, Joette Yauk, director, Don Murray, Ed Kluge, Jamie Uphaus and James Burris.**